

	GDIT	Weekly			Monthly													Overall Total	
		09/18/2021	09/11/2021	09/04/2021	August	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*		Jul*
Index	Weekly Report																		
	# Indexes assigned (all metrics based on the workload assigned for the week)	4,672	5,170	6,176	28,363	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,154	4,940	5,393	4,126	161,598
	# Indexes Complete	3,133	3,724	4,803	20,142	9,257	2,192	1,852	1,635	2,084	7,397	19,444	18,326	12,454	6,722	4,121	4,220	3,318	122,440
	% Indexes Complete	67.2%	72.2%	77.9%	71.2%	66.5%	65.3%	69.8%	72.5%	67.6%	74.0%	78.3%	82.4%	83.1%	82.5%	83.5%	78.4%	80.7%	76.0%
	# Indexes unreachable (Max Attempts)	1,539	1,446	1,373	8,221	4,705	1,179	825	635	1,014	2,684	5,462	3,931	2,559	1,432	819	1,173	808	39,158
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	33.0%	28.0%	22.3%	29.0%	33.8%	35.1%	31.1%	28.2%	32.9%	26.8%	22.0%	17.7%	17.1%	17.6%	16.6%	21.8%	19.6%	24.3%
	# Indexes Attempted calls (all completions + at least 1 attempt)	4,663	5,161	6,163	28,301	13,921	3,357	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,145	4,935	5,380	4,113	161,188
	Average time from Index Received to Index Reached	0.09:51:58	0.18:28:26	1.13:40:36	1.09:43:25	0.14:16:17	0.14:38:30	0.18:12:31	0.23:21:52	0.23:34:28	1.01:25:21	0.20:18:00	1.03:08:20	1.07:54:59	1.11:55:50	2.09:03:15	4.08:36:39	4.06:53:47	1.11:29:43
	Average Index Handle Time	0.00:15:38	0.00:14:55	0.00:16:08	0.00:14:42	0.00:13:44	0.00:15:07	0.00:15:41	0.00:16:54	0.00:15:29	0.00:13:57	0.00:13:50	0.00:13:31	0.00:13:02	0.00:13:58	0.00:13:02	0.00:12:45	0.00:14:01	0.00:13:57
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	69.1%	62.1%	53.8%	49.6%	69.0%	71.9%	61.1%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.1%	68.9%	58.0%	52.5%	63.8%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.9%	98.7%	96.9%	95.2%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.2%
Contacts	# contacts generated	6,769	7,111	8,049	26,925	16,100	4,201	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	265,938
	# contacts generated per Index Complete	2.2	1.9	1.7	1.3	1.7	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.2
	# contacts complete	5,378	5,893	6,649	23,892	14,064	3,449	3,076	3,076	3,498	12,743	36,711	43,089	32,612	18,438	12,764	8,727	6,394	237,312
	% contacts complete	79.5%	82.9%	82.6%	88.7%	87.4%	82.1%	83.8%	86.6%	93.5%	95.4%	93.8%	89.1%	88.6%	87.5%	88.1%	91.2%	92.4%	89.2%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,369	1,218	1,400	3,033	2,036	752	593	475	244	617	2,410	5,248	4,206	2,626	1,718	840	528	28,604
	% contacts unreachable (Max Attempts + missing phone numbers)	20.2%	17.1%	17.4%	11.3%	12.6%	17.9%	16.2%	13.4%	6.5%	4.6%	6.2%	10.9%	11.4%	12.5%	11.9%	8.8%	7.6%	10.8%
	# contact attempted (all completions + at least 1 attempt)	6,757	7,111	8,049	26,925	16,100	4,201	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	265,926
	Average Time from Contact Generated to Contact Reached	0.05:58:57	0.08:51:35	0.12:37:21	0.18:20:36	1.03:57:32	1.05:36:15	1.10:26:11	1.10:18:11	2.14:22:27	2.02:36:20	2.11:36:47	3.04:29:16	4.15:21:06	5.18:24:00	6.13:19:17	5.19:12:34	8.11:47:32	3.14:35:34
	Average Contact Handle Time	0.00:17:21	0.00:16:28	0.00:18:06	0.00:16:53	0.00:13:24	0.00:14:28	0.00:14:57	0.00:14:15	0.00:12:39	0.00:12:44	0.00:12:31	0.00:12:11	0.00:11:18	0.00:11:26	0.00:10:45	0.00:10:19	0.00:13:44	0.00:12:54
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	70.9%	72.4%	67.7%	69.9%	69.5%	65.9%	69.3%	70.6%	72.1%	76.4%	76.4%	73.0%	69.4%	66.7%	63.9%	60.5%	62.6%	70.5%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	97.6%	96.4%	91.0%	90.0%	99.2%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	98.1%
	Average Time from receipt of initial case name to full completion of all related contacts	0.15:30:01	1.03:19:50	2.00:54:57	1.23:46:25	1.12:16:55	1.11:24:11	1.17:45:47	1.19:31:22	2.21:01:35	2.09:17:17	2.21:27:11	3.18:41:11	5.11:16:03	6.08:50:40	7.22:40:05	6.14:25:54	9.13:49:27	4.07:15:06